



Lakeland is committed to providing its workers with a safe and healthy workplace. As part of that commitment, we will:

- Establish an occupational health and safety program that complies with the Workers Compensation Act and Occupational Health and Safety Regulation
- Provide a safe workplace by training your employees to work safely and provide proper supervision
- Give supervisors the necessary support and training to carry out health and safety responsibilities
- Perform regular inspections to ensure everything is working properly
- Ensure adequate first aid equipment, supplies, and trained attendants are on site to handle injuries
- Provide a place to report and promptly fix issues reported by workers

Should an incident occur, Lakeland will:

- Provide immediate medical attention, transport the worker to the nearest medical facility for treatment and pay for the transportation
- Report injuries, diseases, and other incidents
- Investigate incidents and submit investigation reports
- Submit the necessary forms to WorkSafeBC when necessary

Worker rights:

- The right to know about hazards in the workplace
- The right to participate in health and safety activities in the workplace
- The right to refuse unsafe work without retaliation

Worker responsibilities:

- Be alert to hazards and unsafe acts and conditions, and report them immediately
- Follow safe work procedures and act safely in the workplace at all times
- Use the personal protective clothing, devices, and equipment provided and as instructed, being sure to wear them properly
- Cooperate with the joint health and safety committee, worker health and safety representatives, WorkSafeBC prevention officers, and anybody with health and safety duties
- Report injuries to a supervisor and the employer
- Get treatment quickly should an injury happen on the job, and tell the health care provider that the injury is work related
- Follow the treatment advice of health care providers
- Participate in modified or transitional duties that are part of a reasonable return-to-work program
- Never work under the influence of alcohol, drugs, or any other substance, or if overtired

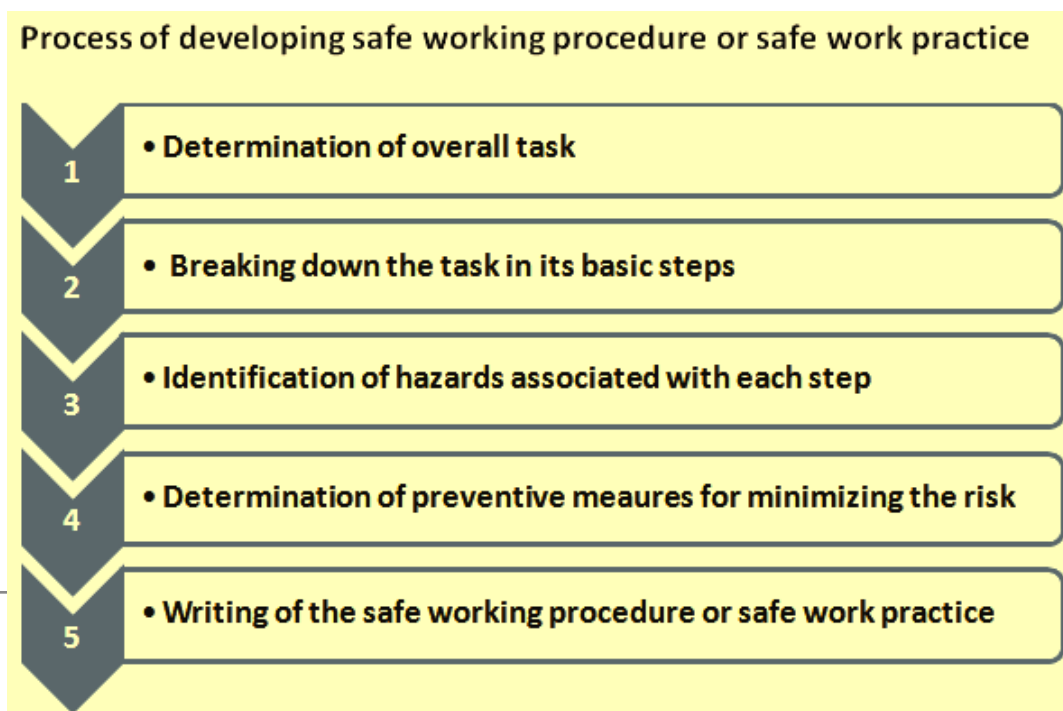


Lakeland's Health and Safety program includes the following:

1. A process for identifying, assessing, and controlling hazards
 - a. The first step to mitigate workplace hazards is to gather information about those which already exist on-site. Hazards on site can come in several different forms. Some common categories according to the [Canadian Centre for Occupational Health and Safety \(CCOHS\)](#) are:
 - **Safety Hazards:** Safety hazards are any risks associated with the workplace including those associated with equipment and tools on the worksite, in addition to potential hazards that could result in slips, trips, and falls.
 - **Physical Hazards:** Physical hazards are those that have the potential to harm someone physically causing injury, illness, or death. These range from temperature and noise to indoor air quality and radiation.
 - **Chemical Hazards:** These hazards come from chemicals which could be potentially dangerous to humans and result in illness, injury, or death.
 - **Ergonomic Hazards:** Ergonomic hazards are related to injuries resulting from the actions involved in a person's role. This includes everything from lifting heavy equipment to typing on a computer.

Workers must record all notable elements and start considering corrective actions that can be applied to mitigate risks. That report must then be brought to your manager or supervisor.

2. Written safe work procedures
 - a. The process of developing safe working procedures or safe work practices is as follows:





3. Orientation, education, training, and supervision for workers
 - a. Lakeland Vet Clinic is committed to making sure workers have the appropriate orientation, education, training and supervision to ensure that workers are able to complete their work safely. Working in a Veterinary setting creates a unique atmosphere with unique challenges. In addition to what employees learn in their post secondary training, we must work together to protect each other and the organization
4. Regular inspection of our workplace, tools, equipment, and work practices and procedures to prevent the development of unsafe working conditions
 - a. Each month workers will conduct safety inspections and report their findings at a monthly staff meeting
5. Incident investigations to identify causes and prevent recurrences
6. Regular health and safety meetings
7. Up-to-date records (documentation of training activities, first aid treatments, safety discussions, safety inspections, and incident investigations)
8. A joint health and safety committee (as required for workplaces with over 20 people)

What Joint Occupational Health and Safety Committees (JOHSC) representatives do:

- The joint committee plays an important role in our occupational health and safety program, giving workers and the company a way to work together to identify and find solutions to workplace health and safety issues. The joint committee has the following specific duties and functions:
 - Identify situations that may be unhealthy or unsafe for workers, and advise on effective systems for responding to those situations
 - Consider, and promptly deal with complaints relating to the health and safety of workers
 - Consult with workers and the employer on issues related to occupational health and safety, and the occupational environment
 - Make recommendations to the employer and the workers for the improvement of the occupational health and safety, and the occupational environment of workers
 - Make recommendations to the employer on educational programs promoting the health and safety of workers and compliance with the OHS provisions of the Workers Compensation Act and the regulations
 - Advise the employer on proposed changes to the workplace, including significant proposed changes to equipment and machinery, or the work processes that may affect the health or safety of workers
 - Ensure that accident investigations and regular inspections are carried out as required
 - Participate in inspections, investigations and inquiries as provided in the OHS provisions of the Workers Compensation Act and Part 3 of the Regulation



Involve Workers in Health and Safety

Encourage your workers to ask questions if they do not understand something, especially if they are young or new to the job. A few minutes spent explaining or re-explaining something could prevent a costly incident. Make sure your workers know the following:

- Their rights and responsibilities, including the right to refuse unsafe work
- How to perform tasks safely
- Who to ask if they have questions or need more training
- Where to get first aid if they are injured
- Address worker concerns quickly
 - As a small business, you have the advantage of being able to hear concerns directly from your customers and your workers. You can also deal with concerns more quickly and resolve many issues immediately. Listen to your workers' concerns about health and safety, and provide them with feedback on their safety performance. Deal with health and safety issues, such as broken equipment, as quickly as possible.

Bullying and harassment in the workplace

Bullying and harassment in the workplace can take many forms, including verbal aggression, personal attacks, and other intimidating or humiliating behaviours. Lakeland Vet Clinic is committed to a workplace free from Bullying and Harassment. Workers are required to complete our bullying and harassment training within their first 2 weeks of employment.

Return to Work/Stay at Work Programs

Lakeland Veterinary Clinic is committed to supporting its workers in their recovery from workplace illness or injury. Having workers stay at work is good for them and good for our business. Workers who are able are expected to perform some duties while they recover. It keeps them connected with the workplace and can prevent long-lasting disability. Recovery at work requires teamwork between the employer, the worker, and the worker's health care providers.

Health and safety resources

WorkSafeBC has hundreds of print, video, and multimedia resources on a wide range of health and safety topics. Visit [worksafebc.com/resources-health-safety](https://www.worksafebc.com/resources-health-safety) to find resources for workers and employers. You can then refine your search by topic, industry, resource type, and/or language. Resources specific to small businesses can be found at [worksafebc.com/smallbusiness](https://www.worksafebc.com/smallbusiness).

Claims

Visit [worksafebc.com/claims](https://www.worksafebc.com/claims) to report a workplace injury or disease. You will find all the information and forms you need here to file a claim online, by phone, or by mail or fax.

Lakeland Veterinary Clinic - Health and Safety Program



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Signed By

Krystal Dickinson

Manager - Lakeland Veterinary Clinic

Date: